

## PATENT APPLICATION

Sheet 1 of 2

FORM PTO-1449

LIST OF PATENTS AND PUBLICATIONS FOR  
APPLICANT'S INFORMATION DISCLOSURE  
STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.

20990041 US

SERIAL NO.

09/760,099

APPLICANT

F. ULMER, et al.

FILING DATE

January 11, 2001

GROUP

NYA

## REFERENCE DESIGNATION

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
	1A					
	1B					
	1C					
	1D					
	1E					
	1F					
	1G					
	1H					
	1I					
	1J					
	1K					

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
	1L							
	1M							
	1N							
	1O							
	1P							

## OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

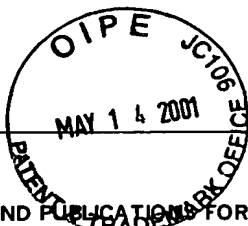
AG	1Q	W. Richard Stevens, "TCP / IP Illustrated", Volume 1, The Protocols, 1994, pages 1-2; 53-64; 85-96; 359-388 ✓ English
AG	1R	<a href="http://www.dmtf.org/spec/dmis.html">http://www.dmtf.org/spec/dmis.html</a> , no date ✓ English
AG	1S	<a href="http://www.dmtf.org/wbem/index.html">http://www.dmtf.org/wbem/index.html</a> , no date ✓ English

EXAMINER

Ari Gold

DATE CONSIDERED

6/3/04



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	2N							
	2O							
	2P							

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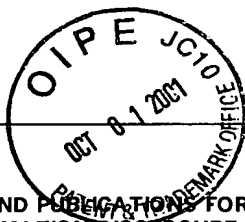
AG	2Q	http://www.w3.org/tr/rec.xml, 10 February 1998
	✓	English
	2R	
	2S	

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Chris Gold

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APPLICATION NO.

09/460,099

CONFIRMATION NO.

1689

APPLICANT

ULMER, et al.

FILING DATE

January 11, 2001

GROUP

2151

## REFERENCE DESIGNATION

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
	1A					
	1B					
	1C					
	1D					
	1E					
	1F					
	1G					
	1H					
	1I					
	1J					
	1K					

RECEIVED  
OCT 04 2001  
Group 2100

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
Ac	1L	EP 0 632 382	Jan. 4, 1995	Bull HN Information				
	1M			Systems, Inc.			X	
	1N							
	1O							
	1P							

## OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

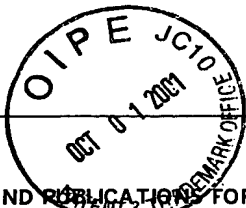
AG	1Q	John P.T. Mo et al., "An integrated process model driven knowledge based system for remote customer support", vol. 37, no. 3, 1 November 1998, COMPUTERS IN INDUSTRY, pages 171-183. English
AG	1R	"Automated Problem Reporting" IBM Technical Disclosure Bulletin, vol. 32, no. 6A, 1 November 1989, pages 466-468. English
AG	1S	"Remote Operation of Control Panel for a Data Processing System", IBM Technical Disclosure Bulletin, vol. 35, no. 2, 1 July 1992, pages 75-78. English

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Ami Gold

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	2P							

## OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

A6	2Q	European Search Report dated 13 September 2001(pertaining to EP application No. 01 100 685.5).
		English
	2R	
	2S	

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Ari Gold

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6/3/04